

JOB TITLE: Receptionist (Maternity Cover- up to 1 year)

GRADE: SCP 8, 37 hours, Term time only + 5 PD days (£17,155)

Hours 8:30am-5:00pm (Monday to Thursday) and 8:00am-4:00pm (Friday)

RESPONSIBLE TO: River Tees Multi Academy Trust- Governors and Head teacher

JOB PURPOSE: To work under the guidance the Senior Leadership Team as the first point of contact for visitors to the Academy, staff and students. As a representative to the Academy, the receptionist should be welcoming, personable, helpful and have the ability to represent the Academy in a professional manner. In addition, it is essential that the Receptionist for this role is organised, able to multitask, work flexibly within a busy working environment. The Receptionist is required to assist with various administrative tasks requiring a good level of IT skills.

Key Responsibilities

- To act as the first point of contact for the Academy, welcoming visitors and responding to telephone and email enquiries in a helpful and constructive manner and ensuring that appropriate actions are taken in a timely manner.
- Ensuring the safety and security of the Academy at all times, making sure that the front door and entrance gate is locked and entry to the premises controlled. Ensuring that all visitors sign in and take a visitor badge where necessary.
- Communicating with parents regarding all aspects of school life, receiving and passing on information, between parents and teachers.
- Maintaining and updating school information, records and databases.
- Receive, sort and distribute all packages, deliveries and mail.
- Ensuring that the reception area is kept smart and tidy

- To assist with the ordering of stationery, materials and resources and ensuring that stock levels are maintained.
- Assisting with various administrative tasks and duties, utilising word, excel, outlook email and the school database updated.
- To collect and record monies received for School lunches and uniform as appropriate and update on the Academy record.
- Maintain and update the school diary
- Preparation and distribution of outgoing letters, newsletters etc.

GENERAL / MISCELLANEOUS

This job description is not an exhaustive list of duties and the post holder will be required to undertake and other reasonable duties as discussed. The job holder may be required to undertake additional duties as could be reasonably required in exceptional or emergency situations.

PERSON SPECIFICATION

FACTOR	ESSENTIAL	DESIRABLE
Qualifications and training	<ul style="list-style-type: none"> • English and Maths GCSE A*-C grade or equivalent • Training in administrative systems 	<ul style="list-style-type: none"> • ICT qualification • Training in School Pod • ECDL or equivalent
Experience	<ul style="list-style-type: none"> • Good computer skills • Familiarity with Microsoft and Outlook • Excellent organisation skills and ability to prioritise workload • Excellent interpersonal and communication skills, in person, telephone and written. • Ability to work independently and as part of a team. • The ability to use discretion, patience, tact and respect for confidentiality. • Demonstrable experience of working with systems and procedures. 	<ul style="list-style-type: none"> • Experience of working in a busy reception • Experience of working in a School/Academy
Knowledge and skills		Good knowledge of Child protection policy and safeguarding procedures.
Other	<ul style="list-style-type: none"> • Willingness to develop skills and work collaboratively and as part of a team. 	<ul style="list-style-type: none"> • Evidence of own continuous personal and professional development
Commitment to Equal Opportunities	<ul style="list-style-type: none"> • Commitment to equal opportunities and the ability to recognise the needs of different service users 	